

Maria Victoria Munoz Juragaro

From: Giovanni Velasco Perez
Sent: viernes, 13 de agosto de 2021 2:19 p. m.
To: Pankaj Lakade; Isabel Estrada Perez
Cc: John Montoya Riveros
Subject: Re: Approval: Access to Miro.com to BANCOLOMBIA ADM team -

Approved.

Thanks

Giovanni Velasco P.

From: Pankaj Lakade <pankaj.lakade@tcs.com>
Sent: Friday, August 13, 2021 1:39:09 PM
To: Giovanni Velasco Perez <g.velascoperez@tcs.com>; Isabel Estrada Perez <isabel.estrada@tcs.com>
Cc: John Montoya Riveros <john.montoyariveros@tcs.com>
Subject: RE: Approval: Access to Miro.com to BANCOLOMBIA ADM team -

Dear Giovanni,

TCS is not managing any license if required on the portal. Security team will provide the access to the mentioned site base on your approval.

Thanks & Regards

Pankaj Lakade

Head IT Infrastructure Services - TCS Colombia

Infrastructure Services, Internal IT

Tata Consultancy Services

Calle 100 9A-45. Torre 2, Piso 13.

Bogota, Colombia

Ph:- +57 15939988 Extn - 1700

Buzz:- 5571700

Cell:- +57 3156272514

Mailto: pankaj.lakade@tcs.com

Website: <http://www.tcs.com>

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For any IS Escalations, Please write to internalis.escalation@tcs.com

From: Giovanni Velasco Perez <g.velascoperez@tcs.com>
Sent: Friday, August 13, 2021 10:34 AM
To: Isabel Estrada Perez <isabel.estrada@tcs.com>; Pankaj Lakade <pankaj.lakade@tcs.com>
Cc: John Montoya Riveros <john.montoyariveros@tcs.com>
Subject: RE: Approval: Access to Miro.com to BANCOLOMBIA ADM team -

Aprobado.

Por favor validar licenciamiento con IS.

@Pankaj Lakade please provide your comments.

Thanks.

From: Isabel Estrada Perez <isabel.estrada@tcs.com>

Sent: Thursday, August 12, 2021 7:20 PM

To: Giovanni Velasco Perez <g.velascoperez@tcs.com>

Cc: John Montoya Riveros <john.montoyariveros@tcs.com>

Subject: RE: Approval: Access to Miro.com to BANCOLOMBIA ADM team -

Dear Giovanni

Please find attached the customer approval for access to MIRO, please your approval in order to raise the CR to give access to this tool to our project team. This is a tool used in Bancolombia to manage dashboards in agile methodology. Our team is in charge of ceremonies and need to have access to those dashboards

Thanks in advance for your support,

Best Regards

Isabel Cristina Estrada Perez

Project Manager

Tata Consultancy Services Limited

Ph:- +57 4 44440348

Cell:- +57 3178287877

Mailto: isabel.estrada@tcs.com

Website: <http://www.tcs.com>

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Business 4.0™ Framework

Machine First Delivery Model (MFDM™)



From: Giovanni Velasco Perez <g.velascoperez@tcs.com>

Sent: Thursday, June 3, 2021 5:33 PM

To: Isabel Estrada Perez <isabel.estrada@tcs.com>

Cc: John Montoya Riveros <john.montoyariveros@tcs.com>

Subject: RE: Approval: Access to Miro.com to BANCOLOMBIA ADM team

Dear Isabel

Kindly provide customer approval for this request.

Regards,

From: Isabel Estrada Perez <isabel.estrada@tcs.com>
Sent: Thursday, June 3, 2021 5:30 PM
To: Giovanni Velasco Perez <g.velascoperez@tcs.com>
Cc: John Montoya Riveros <john.montoyariveros@tcs.com>
Subject: Approval: Access to Miro.com to BANCOLOMBIA ADM team
Importance: High

Dear Giovanni

Hope all is fine with you and your family.

We request your approval to include to our team members of Bancolombia ADM project in group *"CORPPROXY_Miro AD group"* in order to have access to "MIRO" links (miro.com), this is because this tool is used by Bancolombia to generate dashboards for their projects when we have the associates in a T&M engagement.

We are having some impacts because our team doesn't have access to this tool and they are not able to have a good participation in Agile ceremonies when those dashboards are used.

Thanks in advance for your support

Best Regards
Isabel Cristina Estrada Perez
Project Manager
Tata Consultancy Services Limited
Ph:- +57 4 44440348
Cell:- +57 3178287877
Mailto: isabel.estrada@tcs.com
Website: <http://www.tcs.com>

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Machine First Delivery Model (MFDM™)



From: Rajkumar Kshirsagar <rajkumar.kshirsagar@tcs.com> **On Behalf Of** InternalIS SecOpsL2Support
Sent: Thursday, May 6, 2021 12:12 PM
To: Isabel Estrada Perez <isabel.estrada@tcs.com>
Cc: Medellin ISGrp Grp <Medellin.ISGrp@tcs.com>
Subject: Re: Access to Miro.com

Hi Isabel,

Miro.com has been blocked due to security reasons from yesterday.

If you need to access the same kindly raise a CR under below given CTIP and take OU ISM approval and attach the same in CR as well.

Please add this mail communication pdf on that same CR to better understand this CR requirement to the proxy implementer.

Change Area: Infrastructure-IS Security

Change Module: Proxy(Automated)

Change Item--Proxy-Creating Custom URL access policy

Change Summary-Proxy-Creating Custom URL access policy

Kindly mention below details in the CR description

emp-id adding a to-CORPPROXY_Miro AD group

Thanks & Regards,

Rajkumar Kshirsagar

IT Security | Security Operations Support,

Infrastructure Services, Internal IT,

Tata Consultancy Services Limited.

We are reachable 24 X 7 on

Email : InternalIS.SecOpsL2Support@tcs.com

Phone : 044 66166324,02263718848,02263718865

Buzz: #04446324,#04278848,#04278865

For any IS Escalations, Please write to internalis.escalation@tcs.com

4 Hrs	Level 1	High-Priority Support SME <i>InternalIS.SecOpsL2Support@tcs.com</i> PSTN : 044 66166324, 02263718848, 022 63718865 VOIP : #04446324, #04278848, #04278865	Escalation Desk
Response time above 12 Hrs	Level 2	Sameer Juvekar , Raghu S, Arun P Kalangi, Hardika Patel <i>ShiftManager.SecOpsSupport@tcs.com</i> PSTN : 022 63718865, 044 66166306, 040 61660841, VOIP : #04448865, #04446306, #04500841, Mobile : +91 9664591953, +91 7019567071 , +91 8121779155,+91 7517668055	Shift Manager
Response time above 24 Hrs	Level 3	Shilpa Khedekar <i>shilpa.khedekar@tcs.com</i> PSTN : 022-63714924 VOIP : #04274924 Mobile : +91-9930887526	Lead - Security Operations Su

From: Isabel Estrada Perez <isabel.estrada@tcs.com>

Sent: 06 May 2021 10:22 PM

To: InternalIS SecOpsL2Support <InternalIS.SecOpsL2Support@tcs.com>

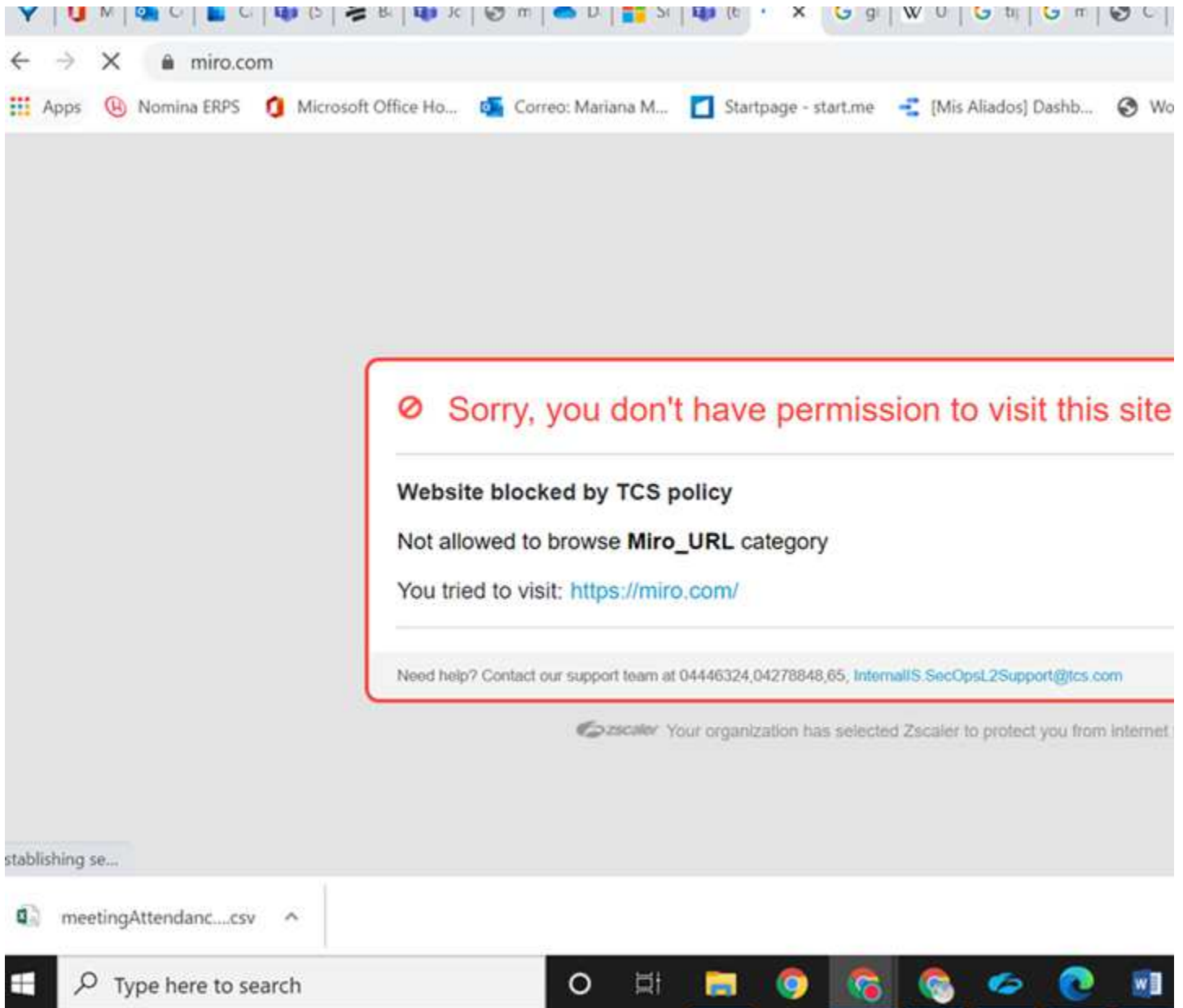
Cc: Medellin ISGrp Grp <Medellin.ISGrp@tcs.com>

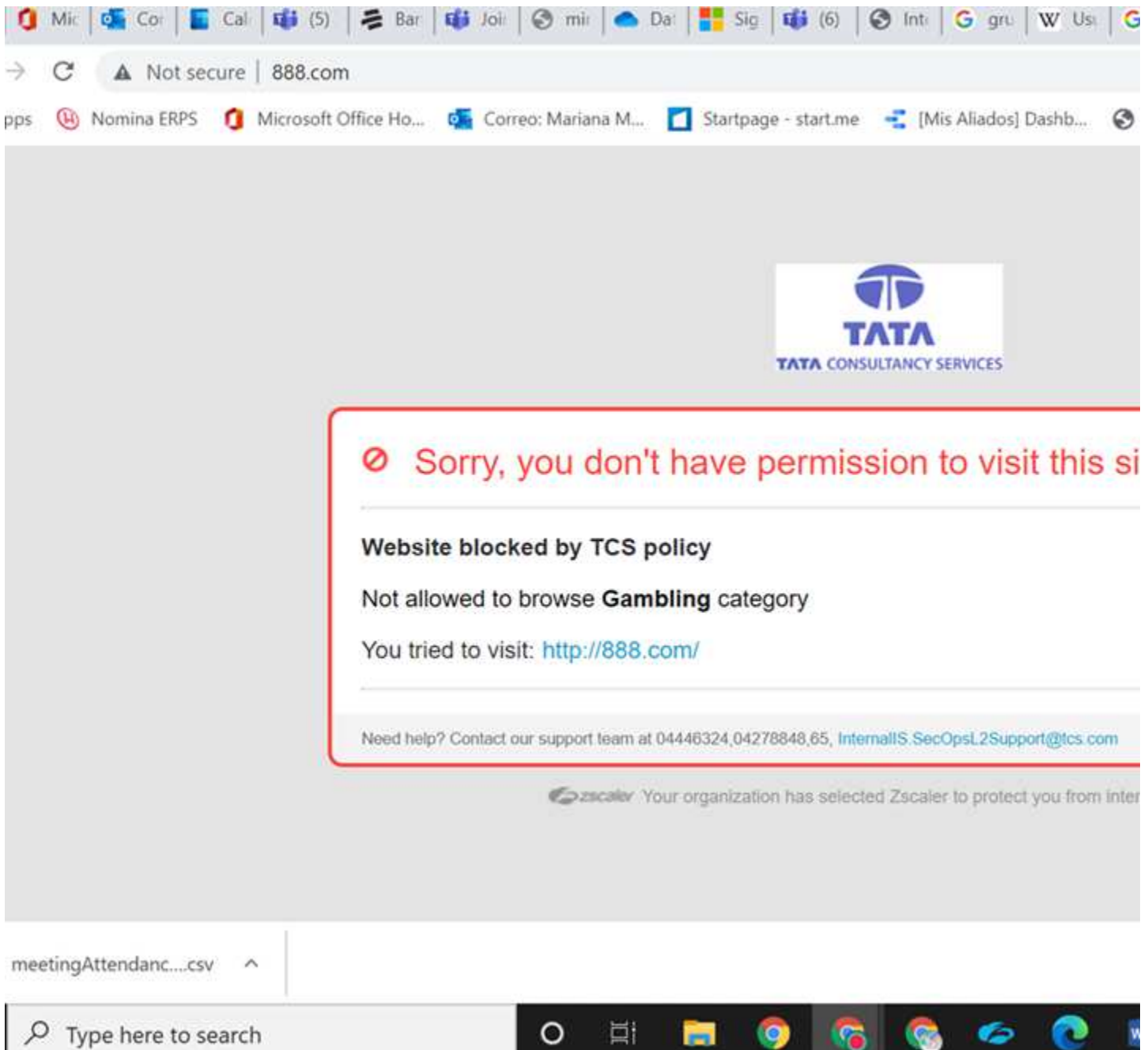
Subject: FW: Access to Miro.com

Dear Support Team

Our Project Bancolombia ADM has a T&M engagement with our client where they use Miro.com as tool for some boards and activities, till yesterday all associates had access normally to this URL, today they are having issues to enter to this URL: <https://miro.com/>

We need to have access to enter to dashboards and activities shared by customer. Please your help on urgent basis.





Best Regards
Isabel Cristina Estrada Perez
Project Manager
Tata Consultancy Services Limited
Ph:- +57 4 44440348
Cell:- +57 3178287877
Mailto: isabel.estrada@tcs.com
Website: <http://www.tcs.com>

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and today is

The 888.com error is:

Thank you!

From: Rajkumar Kshirsagar <rajkumar.kshirsagar@tcs.com> on behalf of InternalIS SecOpsL2Support <InternalIS.SecOpsL2Support@tcs.com>

Sent: Wednesday, May 5, 2021 4:12 PM

To: Mariana Montoya Arango <m.mariana@tcs.com>

Cc: Medellin ISGrp Grp <Medellin.ISGrp@tcs.com>

Subject: Re: Access to Miro.com

Hi Mariana,

Kindly send the error screenshot while accessing the mentioned URL.

Also browse and share 888.com error page screenshot from browser.

Thanks & Regards,

Rajkumar Kshirsagar

IT Security | Security Operations Support,

Infrastructure Services, Internal IT,

Tata Consultancy Services Limited.

We are reachable 24 X 7 on

Email : InternalIS.SecOpsL2Support@tcs.com

Phone : 044 66166324,02263718848,02263718865

Buzz: #04446324,#04278848,#04278865

For any IS Escalations, Please write to internalis.escalation@tcs.com

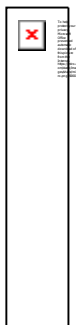
4 Hrs	Level 1	High-Priority Support SME <i>InternalIS.SecOpsL2Support@tcs.com</i> PSTN : 044 66166324, 02263718848, 022 63718865 VOIP : #04446324, #04278848, #04278865	Escalation Desk
Response time above 12 Hrs	Level 2	Sameer Juvekar , Raghu S, Arun P Kalangi, Hardika Patel <i>ShiftManager.SecOpsSupport@tcs.com</i> PSTN : 022 63718865, 044 66166306, 040 61660841, VOIP : #04448865, #04446306, #04500841, Mobile : +91 9664591953, +91 7019567071 , +91 8121779155,+91 7517668055	Shift Manager
Response time above 24 Hrs	Level 3	Shilpa Khedekar <i>shilpa.khedekar@tcs.com</i> PSTN : 022-63714924 VOIP : #04274924 Mobile : +91-9930887526	Lead - Security Operations Su

From: Mariana Montoya Arango <m.mariana@tcs.com>
Sent: 06 May 2021 2:20 AM
To: InternalIS SecOpsL2Support <InternalIS.SecOpsL2Support@tcs.com>
Cc: Medellin ISGrp Grp <Medellin.ISGrp@tcs.com>
Subject: Access to Miro.com

Good afternoon.

I have an issue entering web www.miro.com and I need the access because I work there with my client Team.

My employee ID is 1866150



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Thanks for help me